Samuel Sameh

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EDUCATION

University Of London   Cairo, Egypt
BSC of Computer Science   2022-2026
Classification: Grade Achieved 2.78 GPA
Relevant Coursework: Artificial Intelligence, Machine Learning, Data Structures, Algorithms, Database Systems, Software Engineering

Cairo, Egypt
IGCSE, New Ramses College   Graduated 2021

WORK EXPERIENCE

A/B Businesses   Remote for USA, Egypt
Call Center Agent   Jan 2024 – May 2024
- Provided customer support for Medicare inquiries, achieving a 90% customer satisfaction rate
- Executed cold calling for roofing services, effectively increasing leads by 15% by implementing a customized communication strategy.
- Designed agent training programs to improve cold calling success rates, enhancing both customer engagement and satisfaction.
- Describe what you accomplished in your position and give numbers indicating achievements

ICALL OUTSOURCING   Remote for Canada, Egypt
Loan Specialist   October 2024 – November 2024
- Managed outbound and inbound calls for a Canadian loan services campaign, guiding clients through loan applications and eligibility requirements.
- Achieved a 25% increase in successful loan approvals by implementing a personalized approach and ensuring clients completed applications accurately.
- Consistently exceeded monthly targets by 20% through proactive follow-ups and cross-functional teamwork.

GIPFEL   Cairo, Egypt
Event Usher   Freelance
- Provided ushering and event support services at high-profile events, including a 10-day conference in Sharm El Sheikh and the Intra-African Trade Fair (IATF) in Cairo.
- Assisted in organizing and directing guests, managing VIP sections, and supporting security protocols during events, including one attended by the President of Egypt.
- Contributed to seamless event operations, earning recognition for professionalism and guest engagement.

TRAINING AND CERTIFICATIONS

Marcyrl Pharmaceutical Industries   Cairo, Egypt
SAP Training   September 2023 – October 2023
- Completed training in SAP software, gaining knowledge in ERP systems and understanding the integration of business processes across finance, inventory, and operations.

Prodigy InfoTech   Remote, Egypt
Data Science Internship   August 2024 – November 2024
- Gained hands-on experience in data science, working on practical projects and building skills in data analysis and visualization.
- Shared project outcomes on LinkedIn as part of professional networking requirements.

TECHNICAL SKILLS

- **Technical Skills**: Microsoft Office Suite (Word, Excel, PowerPoint), Communication, Leadership
- Languages: Fluent in Arabic and English
- Programming Languages: Python, SQL, Dart, JavaScript
- Web Development: HTML/CSS, React, Node.js, Express.js
- Mobile Development: Flutter, Firebase

- Database Management: MySQL
- Tools & Frameworks: Git, Docker, OpenCV, p5.js, SAP
- Data Science & AI**:** Pandas, NumPy, Scikit-learn, TensorFlow
- Other Skills**:** Full-Stack Development, REST APIs, Agile Methodology

PROJECTS

Syncadia - Notion-like Task Management App

- Developed a full-featured task management application inspired by Notion, with features like task creation, categorization, reminders, and collaboration.
- Built using Flutter for the frontend and Firebase for real-time data synchronization and user authentication.
- Implemented a responsive design for seamless use across mobile and web platforms.
- Added advanced features like drag-and-drop task organization, due date tracking, and priority settings.

Data Entry App for Glasses Store

- Created a custom data entry application for my father's glasses store to manage inventory, customer data, and sales records.
- Used Flutter for the frontend and SQLite for local database management.
- Designed an intuitive user interface to streamline data entry and retrieval processes, reducing manual errors by 30%.
- Added features like barcode scanning for inventory management and sales reporting.

JavaScript Image Processing Apps

- Developed multiple image processing applications using JavaScript and p5.js for real-time image manipulation.
- Implemented features like image filtering, edge detection, and color adjustment.
- Integrated these apps with a web interface, allowing users to upload and process images directly in their browsers.